



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:

CB20-N-004A

ISSUE DATE:

DECEMBER 2020

GROUP:

ELECTRICAL

IMPORTANT SAFETY RECALL

POSITIVE BATTERY CABLE ADJUSTMENT – 20V-720



AFFECTED VEHICLES

- Certain 2020MY N-Series Crew Cab Vehicles with Gasoline Engines 6.6 L8T (see VIN list)

This bulletin supersedes service bulletin CB20-N-004. This bulletin is being revised to include the sample US owner letter. Please discard previous bulletin CB20-N-004.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020MY N-Series crew cab vehicles with gasoline engines 6.6 L8T (see VIN list). In the subject vehicles, the positive cable connecting the battery to the starter was too long. Depending on the installation positioning, the cable may have been routed too close to the right-side exhaust pipe. Over time, heat from the exhaust pipe may cause the conduit and insulation to deteriorate, which may expose the wires and lead to the potential for a short circuit. Exposed wires could corrode and/or short circuit, resulting in a no-start condition or thermal event, increasing the risk of a crash or fire.

CORRECTION

Isuzu dealers are to adjust the positive cable away from the exhaust pipe. This service will be performed **free of charge**.

VEHICLES INVOLVED

Certain 2020MY N-Series crew cab vehicles with gasoline engines 6.6 L8T. See below affected VINs.

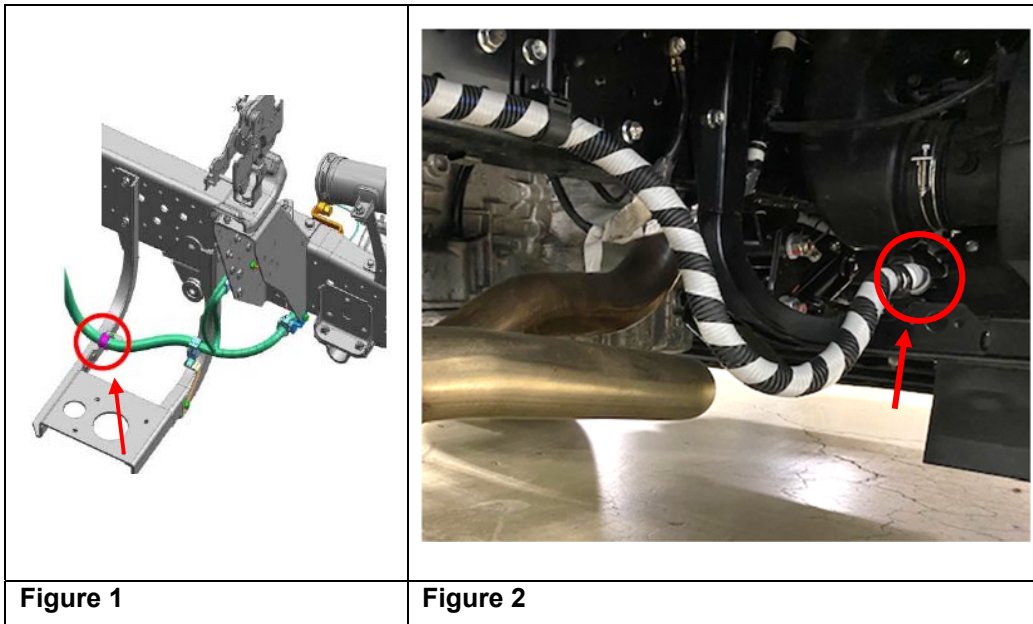
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54DC4J1D0LS207811	54DC4J1D3LS207639	54DC4J1D7LS207286
54DC4J1D1LS207283	54DC4J1D3LS207642	54DC4J1D8LS207216
54DC4J1D1LS207607	54DC4J1D3LS207737	54DC4J1D8LS207815
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54DC4J1D1LS207638	54DC4J1D4LS207813	54DC4J1D9LS207287
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54DC4J1D1LS207784	54DC4J1D5LS207609	54DC4J1DXLS207816
54DC4J1D2LS207213	54DC4J1D5LS207612	

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using IVIS (Isuzu Vehicle Information System).

For dealers with involved vehicles, an assigned vehicle report containing the complete vehicle identification numbers has been provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

SERVICE PROCEDURE

1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.
2. Locate the “P” clamp that secures the positive battery cable harness beneath the air cleaner. (See Figures 1 and 2.)



- Loosen the “P” clamp hold down bolt and remove it. (See Figure 3.) Spread the “P” clamp apart so it can be easily relocated on the positive battery cable harness. (See Figure 4.)



Figure 3



Figure 4

- Move the positive battery cable harness forward (toward the front of the vehicle) 55mm. (See Figure 5.) The “P” clamp should now be located 55mm rearward of the white tape on the positive battery cable harness. (See Figure 6.)

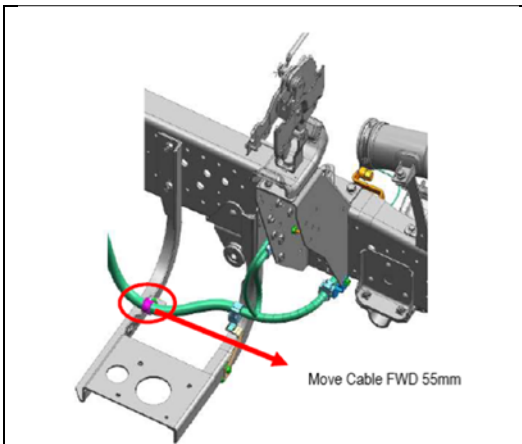


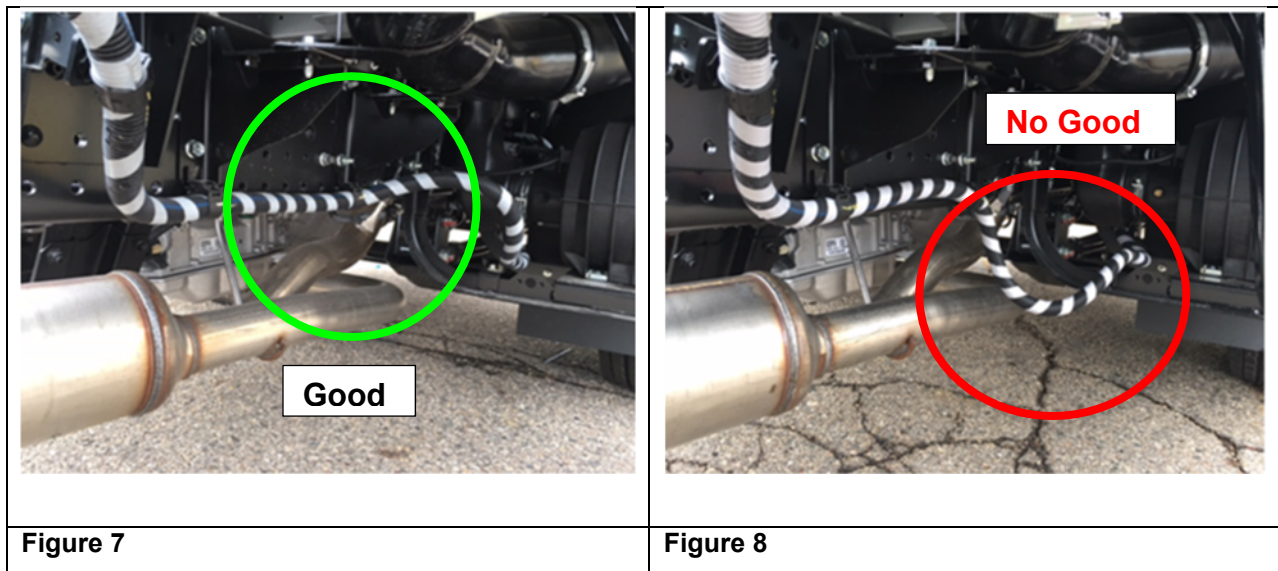
Figure 5



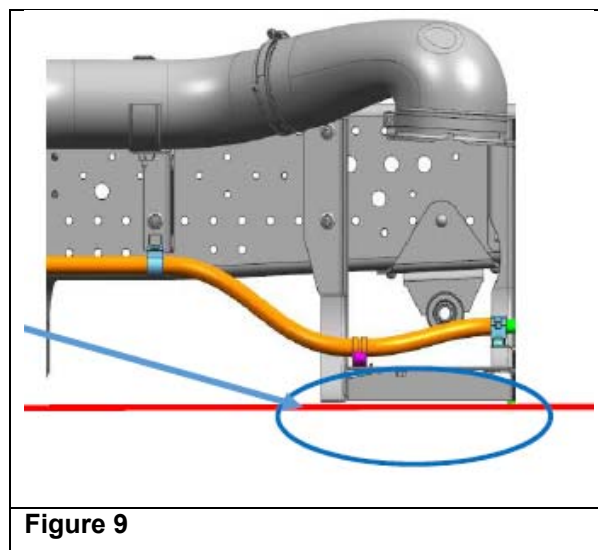
White tape

Figure 6

5. Squeeze the “P” clamp tight when the positive battery harness is forward 55mm. Install the “P” clamp hold down bolt and tighten to 10 Nm (7 ft.lb.).



6. Check to confirm the positive battery cable does not hang lower than the air cleaner mounting bracket. (See Figure 9.) Loosen the “P” clamp and adjust if necessary.



7. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

- Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 20V-720, Isuzu dealer code, and repair date.
- Affix the campaign label onto the driver's side B-pillar.



The image shows a rectangular campaign label form. At the top, the word "ISUZU" is printed in large, bold, red letters. Below it, "CAMPAIGN NUMBER" is printed in smaller black letters. There are two horizontal lines for writing. Below these lines, "DEALER CODE:" is printed in black, followed by a horizontal line. Below that, "REPAIR DATE:" is printed in black, followed by a horizontal line. At the bottom of the form, "P/N 2-90028-700-0" is printed in small black letters.

CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only **one** claim as indicated below.

Labor Operation Code	Description	Labor Time
V2005	Positive Battery Cable Adjustment	0.3

**Includes 0.1 hours for administrative allowance.*

DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of the vehicle, or ownership. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to perform the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customers may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to ensure the recall remedy has been implemented before selling or releasing the vehicle.

Important:

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed.

Dealers are to confirm vehicle eligibility prior to beginning repairs by using IVIS (Isuzu Vehicle Information System). Not all vehicles may be involved.

OWNER NOTIFICATION

The sample recall letter that will be sent to owners of affected vehicles already retailed in the United States is attached below.

[SAMPLE OWNER LETTER – US]

IMPORTANT SAFETY RECALL
NHTSA Recall 20V-720

This notice applies to your vehicle, <VIN>

DECEMBER 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> 2020 model year Isuzu N-Series is involved in safety recall NHTSA 20V-720.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2020MY N-Series crew cab vehicles with 6.6L gasoline engines. In the subject vehicles, the positive cable connecting the battery to the starter was too long. Depending on the installation positioning, the cable may be routed too close to the right-side exhaust pipe. Over time, heat from the exhaust pipe may cause the conduit and insulation to deteriorate, which may expose the wires and lead to the potential for a short circuit. Exposed wires could corrode and/or short circuit, resulting in a no-start condition or a thermal event, increasing the risk of a crash or fire.

WHAT WE WILL DO

Isuzu dealers will adjust the positive cable away from the exhaust pipe. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB20-N-004A. We estimate that the repair may take up to 18 minutes to perform. However, additional time may be necessary due to the dealer's schedule. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com or contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of America
Customer Relations
1-866-441-9638

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.nhtsa.gov.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.